

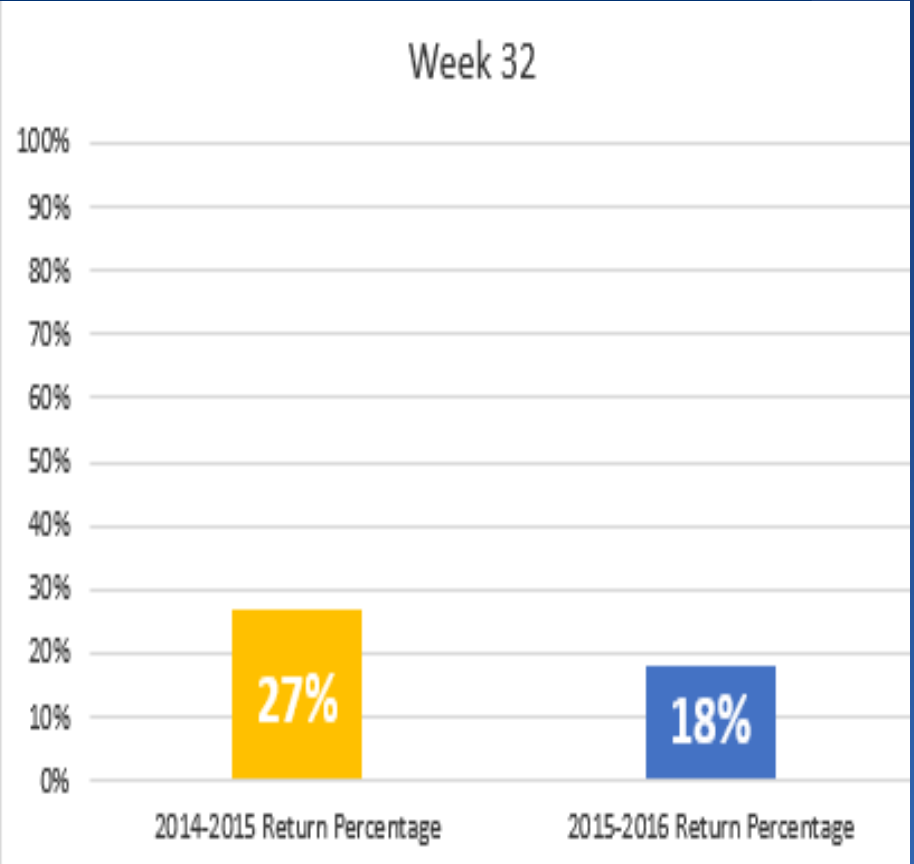
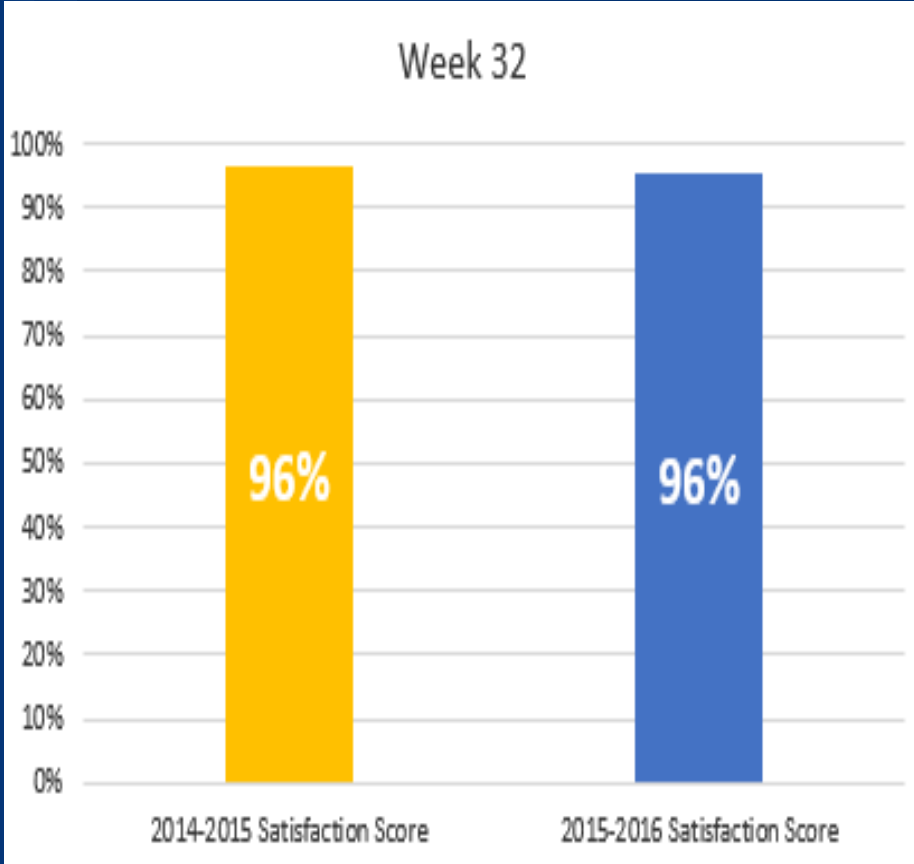


Performance Excellence Program

Category 7

Results

Customer Satisfaction Survey Results Week Ending February 5, 2016



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.



Performance Excellence Program



Category 7 Results

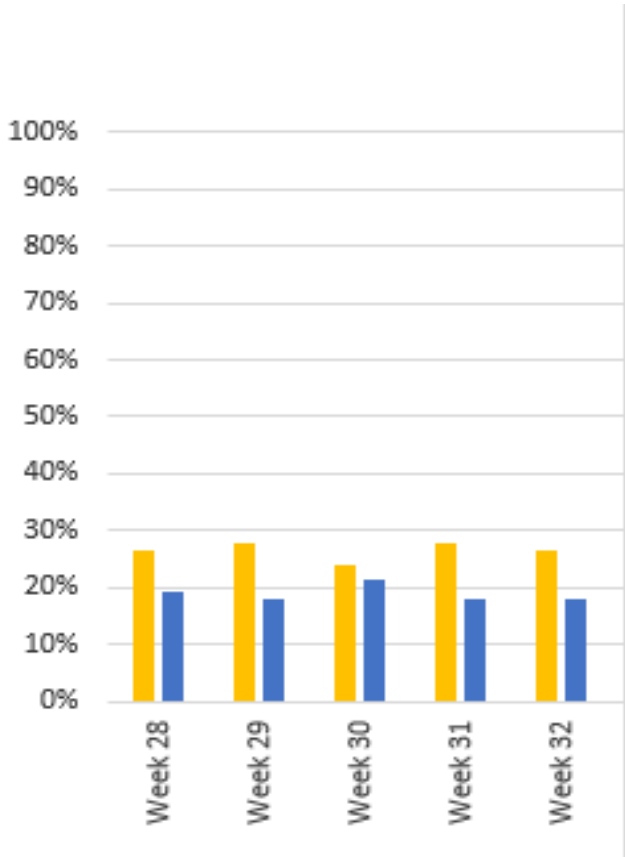
Second Semester

Customer
Satisfaction Survey
Comparison Results

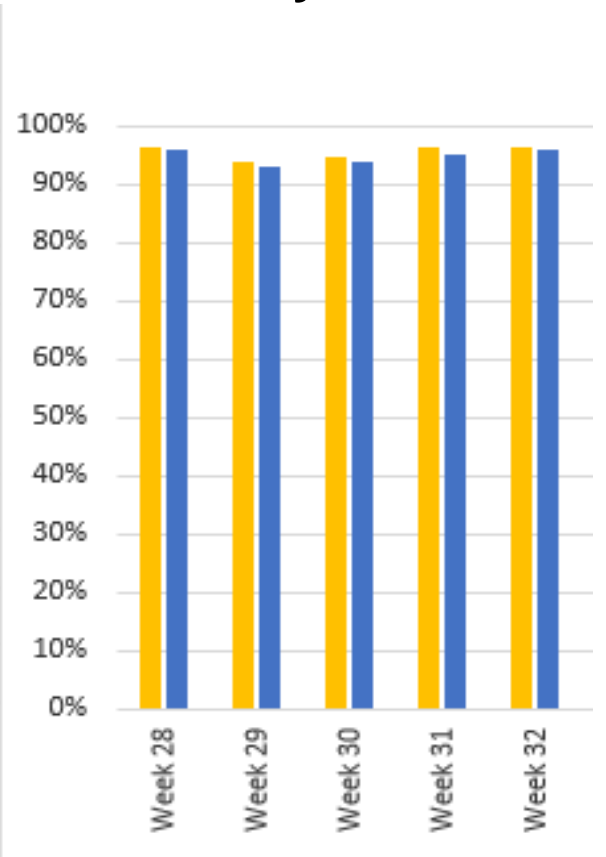
**2014-2015
Information**

**2015-2016
Information**

Return Rate



Survey Score



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.